

# CITY OF MARLBOROUGH

Marlborough, MA 01752

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## DEPARTMENT OF PUBLIC WORKS RESIDENT DROP-OFF STATION ATTENDANT

### DEFINITION/PURPOSE

The purpose of this position is to provide support for the Resident Drop-Off Station, focused on assisting residents at the Drop-Off station and the delivery of exceptional service to the community. The Drop-Off Station is located at 860 Boston Post Road East, Marlborough.

### ESSENTIAL FUNCTIONS

*(The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)*

- Open and close the Drop-Off Station according to the schedule.
- Maintain Drop-Off Station in accordance with rules and regulations.
- Operate all compactors and balers as needed.
- Check all vehicles entering the transfer station for a valid City of Marlborough sticker.
- Issue City of Marlborough Drop-Off stickers.
- Complete all associated paperwork and tracking.
- Answer phones
- Must ensure that no hazardous waste is disposed of at the facility
- Perform yard maintenance as necessary.
- Monitor dumpster capacity and coordinate with vendors to pick up dumpsters when full.
- Perform some snow removal.
- Perform other related work as required.
- Performs other duties as requested by the Resident Drop-Off Station Foreman, Assistant Commissioner of Operations and/or the Commissioner of Public Works.

### SUPERVISION RECEIVED

Under the supervision of the Resident Drop-Off Station foreman. This employee may also receive direction from the DPW Commissioner and Assistant Commissioner of Operations.

### JUDGMENT

The work involves numerous standardized practices, procedures, or general instructions that govern the work and, in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline.

### COMPLEXITY

The work consists of a variety of duties which generally follow standardized practices, procedures, regulations, or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

## **NATURE AND PURPOSE OF CONTACTS**

Relationships are primarily with co-workers, vendors and the public, involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve problems. Other regular contacts are with service recipients and employees of outside organizations. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

## **CONFIDENTIALITY**

Employee has access at the departmental level to a variety of highly sensitive and confidential information.

## **WORK ENVIRONMENT**

Work is performed inside and outdoors in weather conditions. Employee may be exposed to equipment/machinery, noise, odors, chemical fumes, dust, heat and cold, oil, dirt or grease, and risk of personal injury. The employee operates a personal computer and/or tablet including Microsoft Office, email, telephone, fax, scanning and copy machines.

## **EDUCATION AND EXPERIENCE**

Must have a High School Diploma or equivalent.

Special Requirements: Possession of a valid Class D Massachusetts Driver's License is required.

## **KNOWLEDGE, ABILITY AND SKILLS**

Knowledge: Thorough knowledge of the methods, materials, scheduling, and tools and equipment used in the operation of the Resident Drop-Off Facility. Working knowledge of the hazards and safety precautions common to Streets division work.

Ability: Ability to establish positive communication and interaction with customers and staff. Ability to provide guidance, assistance, and/or interpretation to others on how to apply procedures and standards to specific situations. Ability to establish positive public relations for the City and/or department; and to interact effectively with a wide variety of people. Ability to quickly easily adapt to customer situations and changes in procedures. Ability to multi-task.

Skills: Must be computer literate; familiar with computer software applications such as Microsoft, Facility software system and other applications tailored to specific departmental needs.

## **PHYSICAL, MOTOR AND VISUAL SKILLS**

Physical Skills: Duties require frequent and extended periods of outside work, subject to weather conditions; continuous walking, standing, and climbing; may work on damp or uneven surfaces; grasp, drag, lift and carry items weighing up to 30 pounds; work may be performed above shoulder level; may be exposed to dust and fumes; electrical and mechanical hazards, vibration and noise, work with machinery; may require the exercise of caution when operating heavy equipment.

Motor Skills: The work may require motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and survey equipment.

Visual Skills: Visual demands require routinely reading documents for general understanding and analytical purposes and frequent computer usage.